

Reflect on an experience in which you were directly involved or witnessed incivility in the workplace and answer all questions/criteria with explanations and detail.

Provide a brief synopsis of the situation.

A new grad nurse, Allison, started on our unit a few years ago. We worked in a very fast-paced, high stress, ICU. Allison struggled with transitioning from nursing school to a new grad ICU nurse. She had a lot of anxiety and would second-guess herself consistently. So, she sought reassurance from more seasoned nurses on our unit and our NPs. We discovered that she would ask all of us the same questions. Many nurses got fed up and would avoid her, no longer assure her, and avoid helping her. One night, I overheard the NP say to her, "You're all out of questions for tonight."

Describe how the situation made you feel. Discuss your response or the response of others involved.

This situation made me feel terrible for Allison. She eventually felt isolated and assumed no one liked her. I thought back to when I was a new nurse starting in the ICU. I felt like I asked millions of questions a day. My self-confidence would have been destroyed if I had been treated the same way.

What were the consequences of this situation? Provide an example of how this affected the work environment and outcomes.

Allison eventually stopped asking for help, which could put patients at risk. The incivility affected Allison's mental health, and she had to be prescribed medication to help with anxiety. Allison confided in a couple of nurses, encouraging her to talk to leadership. Eventually, she spoke to our manager and pinpointed specific nurses mistreating her. Our manager followed up with these nurses. On the days that Allison had to work, the environment was tense. Thankfully, no patient harm was done that I'm aware of.

How could the situation have been prevented? Discuss evidence-based strategies to support a healthy work environment.

This situation could have been prevented if our peers had been more patient with her. It's important to remember how we felt as new nurses: unsure and vulnerable. Strategies supporting a healthy work environment, such as establishing clear guidelines, training and development, and leadership development, are crucial (Mabona et al., 2022).

- Clear guidelines for behavior and expectations regarding professionalism and respectful communication not only set the tone for workplace interactions but also provide a sense of security and guidance, reinforcing organizational values (Mabona et al., 2022).